The robots coming to our rescue

How work changed forever in 2020

Using automation to tackle COVID-19 challenges

Allianz Suisse – preparation for success

Allianz had a slightly different experience in its Swiss offices. The financial services giant didn't need to suddenly implement new processes. It merely needed to maintain operations at a time when employees were finding their feet at home. Automation was absolutely key in this process.

Daniel Turi says, "We have developed robots to undertake specific tasks such as posting accruals or allocating costs. We also use them to distribute documents to customers via email and the postal system. We also triage insurance transactions using robots."

"Our robots work 7-12 hours a day undertaking large-scale processes. We've certainly seen more productivity and efficiency. We've also freed up time. But the key is the value staff can add to the business once they're released from repetitive tasks. We've freed up thousands of hours for employees to do more meaningful jobs. This can be liaising with partners and customers, or looking for ways to use robots across the business."

As it was already relying on a digital workforce, Allianz Suisse was well-prepared for the pandemic. Daniel recalls, "While there were definitely worries, we knew the robots would continue working. They're not worried about needing to work from home or being able to deal with home schooling. This was a huge relief for us. We had no worries about the robots and they continued to process everything they did before."

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> *Daniel Turi*
> *Allianz Suisse*

This preparation ensured the business was robust. "We just kept on going because we'd laid the foundations of automation prior to COVID-19," says Daniel.

The real test came later for the firm, as Daniel explains. "Five days after lockdown, once we were assured of our robustness, we decided to look for different ways to develop the robots. We wanted to be in a good position as the lockdown continued. We foresaw challenges on the horizon and began to develop new robots."

He says COVID-19 wasn't necessarily a catalyst for change, but it did prove the value of automation and allow the team to think ahead. As an insurance firm dealing with motor policies among many others, Daniel could foresee a wave of enquiries about to crash as lockdown lifted and people began registering new cars with them. Weeks' worth of requests would arrive in the space of hours and days.